

Workplace Alaska

Class Specification Radio Dispatcher III

Created:
05/20/1997 by Rachel Wilson
Finalized on:

AKPAY Code: P1118
Class Outline Cat: A
Approved by:

Class Code: PD0443
Class Range: 13
Class Status: Active

Category:
Original Date: 04/03/1963

Class Title: Radio Dispatcher III
Use MJR Form: Standard

Original Comments:
Original

Subsequent Revision Dates/Comments:
2/16/72
6/16/72
11/01/1978 - Title, Def, DC, Duties, KSA, MQs
09/25/2008 - Workplace AK spec revision: Added Census
Job Code and AKPAY Code fields; Replaced Category field
with Class Outline Category; Updated EEO4, SOC, and Class
Code fields; Removed DOT field.

Last Update: **EEO4:** F **SOC:** 43-5031 **Census:** 06

Last Update Comments:

Definition:

Under general direction, performs and leads the work of others in clerical and dispatching operations.

Distinguishing Characteristics:

This is the lead level dispatching class. It is distinguished from levels I and II by the additional responsibility of leading the work of other radio dispatchers.

Examples of Duties:

Trains, directs and evaluates clerical staff and radio dispatchers. Outlines and reviews work assignments, designates shifts and leads and works on shifts, weekends and holidays as required. Answers public inquiries on law and procedures which are beyond the knowledge of other radio dispatchers.

Conducts interviews with complainants. Evaluates complaints, requests all necessary information, and advises complainant of proper procedures, and takes other action as necessary. Reviews preparation and maintenance of complaint records for completeness.

Directs dispatching of personnel and may assume dispatching duties.

Revises written procedures and guidelines for radio dispatchers.

Reviews for completeness the preparation of reports, indices and memoranda, including service registers, stolen vehicle and recovery lists.

May prepare news releases for press.

Performs other related duties as required.

Knowledge, Skills and Abilities:

Knowledge of radio and communications procedures.

Ability to operate radio dispatch equipment.

Ability to train and to lead and direct the work of others.

Ability to speak clearly without impediments.

Ability to type.

Ability to analyze situations accurately and take prompt, effective action.

Ability to deal successfully with the public.

Ability to work independently and sometimes alone for a complete eight-hour shift.

Minimum Qualifications:

Three years of experience as a Radio Dispatcher I with the State of Alaska or the equivalent elsewhere.

Required Job Qualifications:

(The special note is to be used to explain any additional information an applicant might need in order to understand or answer questions about the minimum qualifications.)

Special Note:**Minimum Qualification Questions:**

Do you have three years of experience transmitting, receiving, evaluating, and relaying information concerning law enforcement activities and public safety to, from, and between law enforcement agencies, emergency units, and the public by means of telephone, radio-telephone, radio, and teletype? This is equivalent to a Radio Dispatcher I with the State of Alaska.